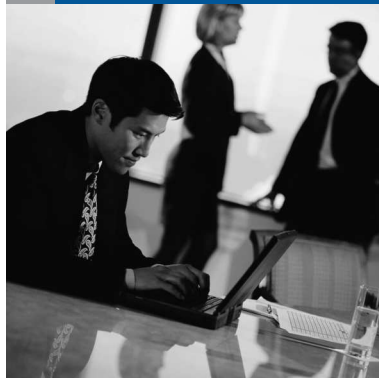


SAP Customer Success Story

**“SAP Solution Manager was ideal for us.
No other software offered the same high level
of integration with our SAP applications.”**

Michael Hoffmann, Head of the SAP Solution Manager Project and Member of the SAP Customer Competence Center at AXA Konzern AG



AT A GLANCE

Company Name

AXA Konzern AG, Germany
www.axa.de

Industry

Insurance

Key Challenges

Enhance support procedures related to SAP® software and implement standardized incident management with comprehensive reporting

Implementation Partner

SNP

Solution and Services

- SAP Solution Manager, a tool of the SAP NetWeaver™ platform
- SAP Active Global Support, a part of SAP Customer Services Network

Existing Environment

- SAP software for financials, human resources, insurance, and banking-industry functionality (available today in the mySAP™ ERP solution)
- SAP Business Intelligence, a component of SAP NetWeaver, with business warehouse capability
- Legacy incident management tool

Implementation Highlights

- Implementation in only 15 consultant days
- Workshop to create customer-specific blueprint

Key Benefits

- Streamlined, user-friendly message entry makes issue handling faster and easier to manage
- Documentation of problem data for auditing purposes
- More transparent reporting lets managers note successes and identify problem areas
- More effective collaboration with SAP speeds problem resolution
- Foundation is in place to add functionality for project support, testing, upgrades, and change-request management

Hardware

IBM

Operating System

Linux, with an Oracle database

AXA KONZERN AG

SAP® SOLUTION MANAGER ENABLES MAJOR INSURANCE PROVIDER TO CREATE STREAMLINED SUPPORT PROCESSES

To manage a large, worldwide enterprise, a company needs both a seamless, integrated, comprehensive IT environment, and a quick, efficient way to address enterprise issues. For AXA Konzern AG, member of the AXA Group, a major global insurance and financials services firm headquartered in France, SAP® software provided a relevant part of the IT environment, but the legacy tool the company used to manage SAP incidents in the enterprise was no longer satisfactory.

The core business of AXA Group is financial protection and wealth management. In fiscal 2003, the German company AXA Konzern AG (AXA) posted revenues of €6.4 billion.

RESOLVING USER ISSUES

To ensure that its employees can work effectively with business-critical software, AXA's SAP Customer Competence Center in Germany handles all of the company's incidents related to SAP software that is currently running for AXA Konzern AG, AXA Real Estate Managers Deutschland GmbH, and AXA Technology Services Germany and UK. The in-house team fields user-reported issues, forwarding the thornier ones to experts at SAP headquarters in Walldorf, Germany.



TIME-CONSUMING MANUAL DATA ENTRY

A significant drawback of AXA's legacy trouble ticket system was that users had to switch to a separate editor to manually enter problem reports. To sidestep this laborious process, they would often resort to unofficial channels, such as e-mail and telephone, making it extremely difficult for IT administrators to document and audit SAP software-related issues.

With the number of customers and SAP solutions on the rise, AXA's SAP Customer Competence Center required a more efficient tool. This need became particularly acute when the center was tasked with supporting new SAP systems for AXA Group, outside Germany. Also, the new tool had to enable enhanced reporting and analysis.

STREAMLINED, END-TO-END SUPPORT

To master these challenges, AXA decided to introduce the service-desk functionality of SAP Solution Manager, a tool of the SAP NetWeaver™ platform. This powerful software gives customers the comprehensive tools, content, and methodologies they require to effectively implement, monitor, operate, and support their SAP environment.

"SAP Solution Manager was ideal for us," says Michael Hoffmann, head of the SAP Solution Manager project and member of the SAP Customer Competence Center at AXA Konzern AG. "No other software offered the same high level of integration with our SAP applications. What's more, the tool provides the

"We consider SAP Solution Manager to be a sound strategic investment."

Michael Hoffmann, Head of the SAP Solution Manager Project and Member of the SAP Customer Competence Center at AXA Konzern AG

scalability and capabilities required to meet our future needs in a number of areas." Those areas include financials, human resources, insurance, and functions specific to the banking industry.

SUPPORT FROM SAP EXPERTS

SNP, a certified SAP consulting partner, engineered the problem-reporting process and authorization mechanisms. To ensure that everything went smoothly, SAP Active Global Support, a part of SAP Customer Services Network, was involved from an early stage. "The SAP team members worked very closely with us and SNP throughout the project," says Hoffmann. "Where there were technical hitches, they stepped in to sort them out before they became major headaches."

FAST, EFFICIENT IMPLEMENTATION

SAP experts also delivered on-site training through SAP Solution Manager Starter Pack, a comprehensive hands-on introduction to SAP Solution Manager. In addition, SAP consultants organized a workshop tailored to AXA's specific needs. "This one-day event was a significant contribution to the success of our implementation," says Hoffmann. "Together with SAP and SNP, we drew up a blueprint outlining our requirements and how they could best be met using the software."

Next AXA established the hardware infrastructure, installed the software, and performed basic customizing. With all sides collaborating closely it took just 15 consultant days to implement SAP Solution Manager. The tool went live in early July 2004.

USER-FRIENDLY DATA ENTRY

Some 50 support experts now use SAP Solution Manager for 12 SAP systems at AXA. At present, 2,000 end users have access to the tool, but the figure could rise to as many as 10,000 by 2006 or 2007.

"It is no longer necessary to switch between systems to register problems," explains Hoffmann. "And manual data entry has been significantly reduced." In addition to ensuring efficient interaction between end users and AXA's SAP specialists, SAP Solution Manager provides a single communications channel to SAP.

The tool also supports enhanced reporting and analysis, enabling AXA to track trends and spot recurring incidents. What's more, all issues entered via SAP Solution Manager are centrally stored and available for auditing.

PLANS FOR THE FUTURE

AXA now intends to roll out the service-desk functionality of SAP Solution Manager to more users. Its SAP Customer Competence Center is currently preparing to add further capabilities, including solution monitoring and escalation procedures for customer-specific service level agreements.

"We consider SAP Solution Manager to be a sound strategic investment," says Hoffmann. "With the service-desk functionality in place, we are now looking to deploy SAP Solution Manager for other key tasks, such as testing, upgrades, and change-request management."

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